



# NPH International



**Position:** Clinical Operations Assistant at the Dominican Republic Surgical Center

**Time Commitment** :January 2026 to February 2027

## **Mission**

Nuestros Pequeños Hermanos, inspired by Christian values, strives to create a loving and safe family environment for vulnerable children living in extreme conditions. Through comprehensive education, healthcare and spiritual formation, we give the children the opportunity to develop their potential, shaping better futures for themselves, their families and their communities.

## **Vision**

A world without poverty where all children develop their unique potential, becoming productive members of society serving their community.

## **Overview**

One World Surgery ([www.oneworldsurgery.org](http://www.oneworldsurgery.org)) runs an ambulatory surgery center and primary care field clinics and is located on the grounds of NPH Dominican Republic. The surgery center has a full-time Dominican staff that performs surgery and provides primary care year-round. Teams of approximately 30+ people from the US routinely visit the surgery center for week-long volunteer medical missions. During medical missions, clinical and nonclinical participants come together to perform life-changing surgeries and run internal and external primary care clinics for Dominicans who would otherwise go without treatment. Nonclinical volunteers also support non-medical community projects focused on health and wellness.

The Clinical Operations Assistant will maintain the surgical patient waiting list and assist with the scheduling of patient appointments and management of patient data. They will also perform general administrative tasks and projects related to medical missions and the daily operations of the surgery center and clinic.

The typical work hours are from 7:00 am – 4:15 pm Monday-Friday but early morning and evening hours, and occasional weekends will be required on surgical days and during medical missions. The Coordinator should expect to work 40 hours/week and possibly more, including overnights during a medical mission.

## **Supervisor and Department**

- Supervisor: Director of Operations
- Department: One World Surgery, Dominican Republic

## **Key Responsibilities**

- Maintain surgical patient waitlist
- Assist with patient scheduling
  - Enter patient appointments into scheduling software
  - Assist clinical team with the selection of clinical and surgical patients
- Assist with management of patient data
- Print surgical packets
- Organize patient charts and images
- Support in reception and patient check-in

September 4, 2025

Classified as Confidential



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- Serve as a patient/volunteer translator, as needed
- Manage patient flow on clinic and surgery days and during medical missions
- Assist the clinical team in preparing and coordinating for upcoming medical missions including coordination with departments at NPH Dominican Republic, and other agencies in the DR as needed
- Support the local team on the weekends 1-2/month with clinical orientation, case presentation to visiting surgeons, EMR training for visiting physicians, and finalizing the surgical schedule
- Act as a key liaison during medical missions by responding to the questions of medical mission participants
- Assist with the inventory and purchase of supplies and medications
- Assist with preparing and cleaning the clinic and ORs
- Assist the clinical team and social work in preparing surgical patients, and ensuring proper tests are in the charts
- Support Operations Director with the roll out of new policies and procedures which may include supporting with creating education and/or onboarding materials in Spanish
- Support or lead other projects and activities as needed

## **Knowledge, skills, experience and abilities**

- Advanced English language skills
- Intermediate Spanish language skills
- Bachelor's degree in any health-related field (premed, biology, chemistry, public health, etc.)
- Organizational and time-management skills to plan and maintain patient schedule, as well as documentation and reports
- Ability to work collaboratively in a team, but also take initiative and work independently
- Advanced computer skills in programs such as Word, Excel, PowerPoint, etc.
- Flexibility to adapt to the evolving needs and priorities of a growing organization
- Ability to sensitively manage confidential information
- Organized and willing to take initiative to start and maintain new programs

## **Values**

NPH is guided by the following core values:

- *Love & Security*: manifested in the safety and stability of the family and realized by profound personal engagement in preparation for meaningful life and gainful employment.
- *Responsibility*: learning to be responsible and to respond to the needs of others, both individually and collectively.
- *Sharing*: developing kindness, empathy and care for others, through what we say and do.
- *Work*: learning to contribute to one's family and community on the path to independence.
- *Faith & Service*: putting Christian values into action.